



## ROLE DESCRIPTION

<b>Role Title:</b>	Consultant – Emergency Department
<b>Classification Code:</b>	MD02
<b>LHN/ HN/ SAAS/ DHA:</b>	Riverland Mallee Coorong Local Health Network
<b>Hospital / Service / Cluster / RSS</b>	Riverland General Hospital (Berri)
<b>Division:</b>	Medical Services
<b>Department/Section / Unit/ Ward:</b>	Emergency Department
<b>Role reports to:</b>	Clinical Director
<b>Role Created/ Reviewed Date:</b>	December 2020
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
<b>Immunisation Risk Category</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > Provide clinical services of the highest possible standard in the Emergency department.
- > Required to work with limited or no direction or supervision and to exercise a high degree of professional judgement and clinical competence in a multi-disciplinary setting.
- > Responsible for the overall smooth day to day management of the clinical floor.
- > Responding to hospital MET/Code Blue/Code Black calls as required by allocation on shift.
- > Provide supervision, training and direction to more junior staff as required.
- > Participate in teaching and quality assurance activities, and undertake health promotion and community education activities

### Direct Reports:

- > Nil

### Key Relationships/ Interactions:

#### Internal

- > Required to participate in a seven day shift work roster with on-call commitment and to undertake call-back / recalls as necessary.
- > Out of hours work is required, including night shift as rostered.
- > Provision of clinical services in the Emergency Department or to medical inpatients as required, exercising a high level of professional judgement and clinical competence in a multi-disciplinary setting.
- > Responsible for the smooth management of the floor including leading rounds and handover and ensuring patient flow.
- > Conducting consultations and procedures that include assessing, analysing, diagnosing, managing, treating, educating and supporting patients.
- > Adhering to required work practices that ensure satisfactory patient flows through the Health Service and the meeting of performance targets.
- > Coordinating appropriate follow up care of patients and investigations.

## External

- > Ensuring appropriate follow up of medical problems with the patient's general practitioner, other specialist or service, and providing communication to facilitate ongoing care.
- > Organising admissions and discharges, liaising with inpatient teams at other hospitals as necessary;
- > Developing and maintaining harmonious and professional working relationships with other health workers or service providers, such as inpatient medical unit, outpatient and community health services, allied health providers, Mental Health Services, etc.
- > Developing and maintaining harmonious and professional working relationships with external emergency services such as SA Police and SA Ambulance Services

## **Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Rostering across 24 hours, 7 days a week, including night shifts as senior doctor in ED
- > Supervision and teaching of junior medical officers

## **Delegations:**

- > N/A

## **Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## **Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SA Health values and strategic directions.

## **General Requirements:**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Statement:**

Riverland Mallee Coorong Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

**Special Conditions:**

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Demonstrate a commitment to the provision of a multi-disciplinary approach to clinical care by:	<p>Working harmoniously with all members of the clinical team;</p> <ul style="list-style-type: none"> <li>&gt; Being responsive to the expectations and needs of both clinical and non-clinical colleagues.</li> <li>&gt; Ensure that service provision and the activities of the department are customer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients.</li> <li>&gt; Ensure the effective management of human, financial and physical assets within the unit through appropriate planning and allocation of resources to achieve agreed business and strategic plans.</li> </ul>
Assist in the provision of leadership and appropriate supervision of junior medical staff by:	<p>Actively contributing to the implementation of changes in delivery of services where necessary;</p> <ul style="list-style-type: none"> <li>&gt; Demonstrating leadership in the achievement of targets required by both RMCLHN and the Department of Health (DoH);</li> <li>&gt; Ensuring appropriate case load and clinical mix of patients;</li> <li>&gt; Providing advice on diagnosis, investigation and management.</li> </ul>
Contribute to the maintenance of a high organisational standard of Customer Service by:	<ul style="list-style-type: none"> <li>&gt; Acting in a professional manner at all times when dealing with internal and external clients;</li> <li>&gt; positively promoting the organisation both internally and externally;</li> <li>&gt; providing prompt, professional and courteous service to all clients including colleagues, other departments and the community;</li> <li>&gt; maintaining confidentiality on all issues relating to the organisation, the clients and fellow colleagues;</li> <li>&gt; treating all customers with respect and equality whilst being responsive to their needs;</li> <li>&gt; Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li> </ul>
Contribute to your personal and professional development to meet the changing needs of your position, career and industry by:	<ul style="list-style-type: none"> <li>&gt; attending and being actively involved in all Mandatory and other relevant training sessions provided by the organisation within required timeframes;</li> <li>&gt; Participating in training activities that enhance clinical competencies;</li> <li>&gt; actively participating in the Performance Development process including Annual Performance Review, which assists to identify your professional and personal development requirements.</li> </ul>
Contribute to an environment of positive teamwork and communication by:	<ul style="list-style-type: none"> <li>&gt; being aware of, and practice according to, the organisation's mission, objectives, core values and strategies;</li> <li>&gt; demonstrating the ability to work consistently positive within a team (and/or across teams) to achieve team goals;</li> <li>&gt; working harmoniously with other team members to achieve service delivery excellence;</li> <li>&gt; resolving any workplace conflict or grievances in a professional manner and through the correct organisational processes;</li> <li>&gt; maintaining and initiating regular and professional communication with all relevant colleagues and managers.</li> </ul>

<p>Contribute to continuous improvement and the quality management system at RMCLHN by:</p>	<ul style="list-style-type: none"> <li>&gt; participating in the development of clinical guidelines and protocols;</li> <li>&gt; participating in clinical and departmental Team meetings &amp; planning activities;</li> <li>&gt; demonstrating understanding of, and compliance with, standards of practice, external legislation and RMCLHN policies and procedures that relate to this position and the organisation;</li> <li>&gt; aiming to improve the quality of work processes and individual work practices;</li> <li>&gt; participating in and contributing to the accreditation process including the recording of quality activities in the RMCLHN Quality Register;</li> <li>&gt; Undertake clinical audits as required.</li> </ul>
<p>Contribute to the maintenance of sound administration and documentation practices by:</p>	<ul style="list-style-type: none"> <li>&gt; ensuring timely documentation of the clinical service in the patients' medical record;</li> <li>&gt; ensuring timely completion of computerised patient information records;</li> <li>&gt; ensuring that all documentation is accurate and completed in a professional and timely manner and is in accordance with any organisational and/or legislative requirements where applicable.</li> </ul>
<p>Contribution to effective operation of unit</p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA)(WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required attaining and maintaining required competency of skills and knowledge applicable to the role.</li> </ul>
<p>Other:</p>	<ul style="list-style-type: none"> <li>&gt; Undertake health promotion activities by exercising opportunistic health promotion.</li> <li>&gt; Participate in research activities in collaboration with researchers in this or other institutions.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

- > Bachelor of Medicine; Bachelor of Surgery (MBBS) or equivalent. Appropriate Specialist Qualifications and registrable with the Medical Board of Australia as a Medical Practitioner with Specialist registration; or another qualification as defined in the SA Medical Officers Award.

#### Personal Abilities/Aptitudes/Skills:

- > Demonstrated high standard of clinical practice in Emergency Medicine.
- > Demonstrated professional integrity, leadership and motivational skills.
- > Demonstrated ability to work in a multidisciplinary team.
- > Demonstrated participation in approved continuing medical education since attaining specialist qualification.
- > Demonstrated commitment to quality improvement.
- > Effective interpersonal communication skills.
- > Ability to work independently and exercise a high level of professional judgement and medical competence in a multidisciplinary setting.
- > Respect for the rights and responsibilities of patients and their families.
- > Ability to organise work priorities in planning, development and implementation of tasks in meeting deadlines.
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

#### Experience

- > At least five years relevant experience employed in a medical position in a community health centre, a primary care unit within a hospital or an emergency department of a general hospital.
- > Experience working as part of a multi-disciplinary team.
- > Experience in management of medical and surgical emergencies, including application of Advanced Life Support management principles as a team leader
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

#### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Understanding of the rights and responsibilities of patients and their families.
- > Up to date knowledge on the management of emergency medicine patients.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Advanced Life Support (ALS2) course, or equivalent
- > Demonstrated commitment to continuing professional development, through relevant college CPD program.
- > Emergency Trauma Management (ETM) course, or equivalent.

### **Personal Abilities/Aptitudes/Skills:**

- > Ability to work within and provide leadership for multidisciplinary team.
- > Ability to work constructively with nursing and medical staff.
- > Demonstrate a flexible approach to working within a multi-disciplinary team.
- > Enthusiasm for shift work roster supporting a 24/7 service

### **Experience**

- > Proven experience in basic computing skills, including email and word processing.
- > Experience in a broad range of medical fields relevant to the practice of emergency medicine.
- > Experience in a variety of settings working with a range of populations including Indigenous and culturally and linguistically diverse communities would be an advantage.
- > Experience working with a diverse client group, including mental health clients.

### **Knowledge**

- > Proven experience in basic computing skills, including email and word processing.
- > Experience in a broad range of medical fields relevant to the practice of emergency medicine.
- > Experience in a variety of settings working with a range of populations including Indigenous and culturally and linguistically diverse communities would be an advantage.
- > Experience working with a diverse client group, including mental health clients.

## ORGANISATIONAL CONTEXT

---

### Organisational Overview:

---

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

---

### Our Legal Entities:

---

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

---

### SA Health Challenges:

---

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

---

### Health Network/ Division/ Department:

---

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.



---

## RMCLHN Values

---

The values of RMCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > **Respectful -** We treat everyone as equals and value each other's sense of worth.
  - > **Motivated -** We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
  - > **Compassionate -** We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
  - > **Consumer Focused -** We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
  - > **Accountable -** We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
  - > **Resourceful -** We are agile, adaptable and able to deal skillfully, creatively and promptly with new situations and challenges
  - > **Excellence -** We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities
  - > **Service -** We serve people and our communities courteously, fairly and effectively
- 

## Integrity Statement

---

As a public sector employee, you have the responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of Integrity within SA Health.

---

## Code of Ethics

---

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health and RMCLHN's vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: \_\_\_\_\_

Role Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## **Role Acceptance**

### **Incumbent Acceptance**

I have read and understand the responsibilities associated with role, the role and organisational context and the values of RMCLHN as described within this document.

**Name:** \_\_\_\_\_

**Signature:**

**Date:** \_\_\_\_\_